

My name is Jack Stevenson. I reside at 3024 Point Clear Drive, Tega Cay and am a customer of Tega Cay Water Service.

I was employed for more than 32 years in customer service with a major electric utility. I have experienced good and bad customer service. TCWS is not among the good. I have three issues which illustrate my dissatisfaction.

On January 18, 2012 TCWS sent a letter to all customers with results of their testing of our water supply. The letter stated that customers interested in having their water from taps inside their homes tested should call TCWS customer service for more information. I called and spoke to a customer service representative who had no idea what I was referring to. She then spoke to another individual who also had no knowledge of the letter. The customer service representative said she would have someone call me. After several days I sent an email to DHEC. Subsequently, Mr. Mac Mitchell of TCWS sent me an email with a list of laboratories that will test water. Two points. First, they send a letter to customers telling them to call but do not inform their customer service reps of the letter. Second, customer time and effort could have been saved by including the names and telephone numbers of the labs in the letter. This is an example of poor communication, planning and implementation.

My second instance involves a sewer backup which overflowed into our home in 2011. When the backup occurred, I called TCWS. A field representative arrived and determined the problem was in their lines. He gave me a card with the name and telephone number of their insurer and specifically stated I was not to call TCWS about reimbursement. The insurer was to be my only contact. The contractor replaced a portion of the lateral to the main sewer line and backfilled the area bringing in dirt which was full of gravel. Subsequently, at my request, TCWS brought contractors in two more times to remove the gravel and restore the area where the ground had sunk. The insurer was not the most responsive and it took them until the following Monday to call.

My wife sent an email to Mr Chad Campbell at the Office of Regulatory Staff to complain about the delayed response from the insurer. As a result, Ms Elise Christian, a Customer Relation Specialist with TCWS, sent an email to Mr Campbell which basically said TCWS is a good and wonderful company, they had everything under control and we were overstating the problem. In addition, she stated we should have let TCWS know of our



problems with the insurer. This, after being told at least twice by the TCWS representative not to contact TCWS. They should develop a procedure for follow up on customer problems, especially ones where the customer has to deal with a third party. In response to Ms Christian, I sent Mr Campbell 'the rest of the story' which clarified several incorrect items in her analysis.

My last concern is a customer relations issue. TCWS has sprayed blue paint on the gutter in front of my home and many others to indicate the location of blow off valves and valve locations. The letters at my house are 10 inches high. We live in a nice neighborhood and TCWS sprays graffiti to make it look like a gang infested area. When I questioned a TCWS representative about this, he said their plats are not accurate so they have to do this. I suggest they work on correcting their plats to help improve their customer service image.

I have copies of Ms Christian's email, my response to her and pictures of the graffiti for your review. Thank you for your time.



Important Information about Lead in Your Drinking Water

Tega Cay Water System Public Water Supply No. 4650005

January 18, 2012

Dear Tega Cay Customer:

Tega Cay Water Service, Inc. found elevated levels of lead in drinking water of some homes/buildings. Lead can cause serious health problems, especially for pregnant woman and young children. Please read this information closely to see what you can do to reduce lead in your drinking water.

Tega Cay Water System is taking the necessary precautionary steps and providing you this educational information to ensure you and your families are drinking safe water. As you are probably aware, Tega Cay's water is purchased from York County who buys it from the city of Rock Hill, SC. The source water is Lake Wylie, which contains no lead. There is no lead in the water treatment plant, transmission main, or distribution system of the other utilities. There is no source of lead within our Tega Cay water system. As a result, we believe the lead that was detected is coming from individual customers' plumbing, perhaps due to a long period of no water use in the home before the sample was drawn by the customer.

Our most recent routine lead and copper sample testing revealed that the lead levels exceeded the acceptable standard (0.015 mg/L vs. 0.028 mg/L.) at some of our sampling sites. It should be noted that due to the type of sample that is required (first draw after sitting in the lines for at least 6 hours) our participating customers collecting the samples must be trained on the proper procedure and sampling points within the home in order to get a representative sample. This water system has never had an issue with lead in the past, so it is imperative that samples are taken correctly and we will provide guidance to any of our customers who request it.

Unlike some other drinking water contaminants, lead is unusual in that it seldom occurs naturally in water supplies like rivers and lakes. Lead enters drinking water primarily as a result of the corrosion, or wearing away, of materials containing lead in the water distribution system and household plumbing. These materials include lead-based solder used to join copper pipe, brass and chrome-plated brass faucets, and in some cases, pipes made of lead that connects your house to the water main (service

lines). In 1986, Congress banned the use of lead solder containing greater than 0.2% lead, and restricted the lead content of faucets, pipes and other plumbing materials to 8.0%.

When water stands in lead pipes or plumbing systems containing lead for several hours or more, the lead may dissolve into your drinking water. This means the first water drawn from the tap in the morning, or later in the afternoon after returning from work or school, might contain fairly high levels of lead.

Lead can cause serious health problems if too much enters your body from drinking water or other sources. It can cause damage to the brain and kidneys, and can interfere with the production of red blood cells that carry oxygen to all parts of the body. The greatest risk of lead exposure is to infants, young children, and pregnant woman. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. Lead is stored in the bones and it can be released later in life. During pregnancy, the child receives lead from the mother's bones, which may affect brain development.

To find out whether you need to take action in your own home, have your drinking water tested to determine if it contains **excessive concentrations of lead**. **Testing the water is essential** because you cannot see, taste, or smell lead in drinking water. For more information on having your water tested, please call 1-800-272-1919.

If a water test indicates that the drinking water drawn from a tap in your home contains lead above 15 ppb, then you should take the following precautions:

1. FLUSH YOUR SYSTEM.

Flushing tap water is a simple and inexpensive measure you can take to protect your family's health. Proper flushing usually takes less than one or two gallons of water and costs less than \$0.50 per month.

To flush, let the water run from the tap before using it for drinking or cooking any time the water in a faucet has gone unused for more than six hours. The longer water resides in your home's plumbing, the more lead it may contain. Flushing the tap means running the cold water faucet until the water gets noticeably colder, usually about 15-30 seconds. If your house has a lead service line to the water main, you may have to flush the water for a longer time, perhaps one minute, before drinking. Although toilet flushing or showering flushes water through a portion of your home's plumbing system, you still need to flush the water in each faucet before using it for drinking or cooking.

To conserve water, fill a couple of bottles for drinking water after flushing the tap, and whenever possible use the first flush water to wash dishes or water plants.

If you live in a high-rise building, letting the water flow before using it may not lessen your risk from lead. This is because high rise plumbing systems have more, and sometimes larger pipes than smaller buildings. Ask your landlord for help in locating the source of the lead and for advice on reducing the lead level.

2. USE ONLY COLD WATER FOR COOKING AND DRINKING.

Try not to cook with, or drink water from the hot water tap. Hot water can dissolve more lead more quickly than cold water. If you need hot water for cooking, draw water from the cold tap and heat it on the stove.

3. REMOVE LOOSE SOLDER AND DEBRIS FROM PLUMBING MATERIALS.

Remove loose solder and debris from the plumbing materials installed in newly constructed homes, or homes in which the plumbing has recently been replaced. To do this, remove the faucet strainers from all taps and run the water for 3-5 minutes. Thereafter, periodically remove the strainers and flush out any debris that has accumulated over time.

4. IDENTIFY/CONSIDER REPLACING PLUMBING FIXTURES CONTAINING LEAD

Brass, fittings, and valves, including those advertised as "lead free" may contribute lead to drinking water. The law currently allows end-users brass fixtures, such as faucets, with up to 8% lead to be labeled as "lead free". Visit the NSF Web site at www.nsf.org to learn more about lead-containing plumbing fixtures.

Utility personnel will be working with the wholesale water provider and flushing the distribution system. Sampling will be conducted in accordance with EPA requirements for two consecutive six-month periods. If sampling analysis is within acceptable levels during these sampling events, the system will be eligible for reduced sampling. If not, further steps will be taken to lower the lead. Either way, we will keep you up-to-date on this issue.

We want to be certain that you have all the information and assistance possible related to this issue so please do not hesitate to contact our Customer Care office. Call us at (800) 272-1919 or by email to customerservice@uiwater.com. For more information on reducing lead exposure around your home/building and the health effects of lead, visit EPA's Web Site at www.epa.gov/lead or contact your health provider.

This notice is being sent to you by Tega Cay Water Service, Inc.

Public Water System ID#: 4650005

Date distributed: 1/23/2012.

From: Elise Christian [mailto:ESChristian@uiwater.com]
Sent: Monday, May 23, 2011 5:05 PM
To: Campbell, Chad; Karen Sasic; Patrick Flynn; Steve Lubertozi
Cc: Sharpe, April
Subject: RE: New Tega Cay Complaint (Linda Stevenson) ORS File Number: 2011-W-1082

Dear Mr. Campbell:

This correspondence is sent in reference to Ms. Linda Stevenson's complaint concerning a sewage back-up in her home at 3024 Point Clear Drive, Tega Cay, SC on April 22, 2011.

Friday, April 22, 2011 at approximately 12:00 p.m., Tega Cay Water Service, Inc. received a call from Mr. Stevenson stating that sewage was backing up inside of his house. Mr. Stevenson opened the cleanout in his yard to relieve the pressure which resulted in approximately 25 gallons of wastewater going onto the ground. The spill did not reach any body of water. Tega Cay Water Service, Inc. took the appropriate steps to clean the affected area and lime was applied to the area. The area Manager contacted DHEC concerning the spill and informed them about the corrective action that had been taken.

Friday, April 22, 2011, at approximately 1:25 p.m. the lateral was cleaned out and televised to locate the problem. Roots and grease were found in the lateral where the line turns from PVC to terra cotta. The roots were located approximately 8 feet from the cleanout. The main was checked, it was flowing freely and there was not any obstruction at the tap in the manhole.

Friday, April 22, 2011, Mr. Stevenson informed Tega Cay Water Service, Inc. about the damage inside his home due to the sewer back-up. Mr. Stevenson was provided the insurance card for Liberty Mutual with the contact information to report him claim for damages to his home. Ms. Stevenson expressed in her complaint that she was required to wait for more than 15 days before someone came to clean her home. Tega Cay Water Service, Inc. was not notified by Mr. and Mrs. Stevenson about the delay and it is not clear to Tega Cay Water Service, Inc. the reason for the delay.

Tuesday, May 3, 2011, Tega Cay Water Service, Inc. replaced the entire length of clay pipe with PVC pipe as corrective action to eliminate future problems of this nature. Aqua Service was contracted to make the repair. While making the repair, Aqua Service damaged Mr. and Mrs. Stevenson's retaining wall. Aqua Service offered to make the repair to the wall. Mr. Stevenson refused to allow the repair to be made by Aqua Service. Mr. Stevenson stated that he would have his own contractor make the repair and that he would send the bill to Tega Cay Water Service, Inc.

Please contact our office if additional information is required.

Respectfully,

Elise S Christian
Customer Relation Specialist
Phone: 1-800-272-1919
Fax: 407-869-6961
Email: eschristian@uiwater.com

From: Elise Christian [mailto:ESChristian@uiwater.com]

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Customer Relation Specialist

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